



Job Vacancy Notice

Job Title:	Investigator I	Opening Date:	August 31, 2015		
Job Group/Class:	B12/1350	No. of Positions	1		
Posting Number:	466-2015-019	Travel Required:	Up to 20%		
Location:	Austin, TX	Position Type:	Full-Time		
Monthly Salary:	\$2,320.00 - \$2,940.42	Closing Date:	Until Filled		
Web Address:	http://www.occc.state.tx.us/pages/employment/Index.html				
Applications Accepted By:					
MAIL: Texas Office of Consumer Credit Commissioner Human Resources 2601 N. Lamar Blvd Austin, TX 78705		FAX OR E-MAIL: (512)936-7610 or Personnel@occc.texas.gov Attention: Human Resources			
You may also create, update and submit your State of Texas application using WorkinTexas.com .					
Job Description					
Under close supervision, performs entry-level investigations and administrative work, makes referrals to other regulatory agencies, and processes complaints. Work involves reviewing and responding to consumer complaints to determine compliance with statutory requirements and administrative rules.					
ESSENTIAL JOB FUNCTIONS					
<ul style="list-style-type: none"> • Responds to telephone inquiries and complaints from the general public and consumers. • Processes complaints received under Chapters 339, 348, 351, 393, and 394 of the Texas Finance Code, and Section 9 of the Business & Commerce Code, and Chapter 1956 of the Texas Occupations Code. • Conducts reviews of alleged consumer credit violations and performs entry-level investigations of consumer complaints for the purpose of ensuring compliance with applicable state and federal statutes and administrative rules. • Conducts reviews of alleged violations of law. • Communicates both orally and in writing with consumers, licensees, registered creditors, law enforcement, state agencies, and other external sources regarding consumer complaints and inquiries. • Provides information and explanations of statutes, administrative rules, regulations, and policies and procedures related to consumer credit transactions and consumer complaints. • Assembles, evaluates, prepares and presents findings in written or verbal communications. • Creates and maintains activity logs, complaint files, investigation files, and applicable reports. • Performs related duties as assigned. 					
MINIMUM QUALIFICATIONS					
College graduate from an accredited four-year college or university with major coursework in finance, accounting, economics, business, or job related field. Copy of college transcripts must be submitted with The State of Texas Application for Employment. Experience in conducting investigations, records review, audits, or related work in the lending/financial industry preferred. Directly related experience may be substituted for education on a year for year basis.					
KNOWLEDGE, SKILLS AND ABILITIES					
<ul style="list-style-type: none"> • Knowledge of business and industry terminology and practices. 					

- Knowledge of corporate structures, businesses operating procedures, management control, and internal reporting techniques.
- Knowledge of grammar, punctuation, and spelling.
- Proficiency in the use of word processing and spread sheet software.
- Ability to interpret and apply relevant rules, regulations and statutes; and to prepare concise correspondence and reports.
- Ability to communicate effectively orally and in writing; ability to communicate with diverse groups and populations.
- Bilingual: English/Spanish preferred.

GENERAL

Classroom instruction and on-the-job training is utilized to develop proficiency in examination and to develop knowledge of applicable statutes, rules, regulations, and examination procedures.

All information obtained regarding the status of regulated financial service providers is subject to strict confidentiality. Employees are restricted from having certain loans or financial connections with licensed lenders, may not hold a substantial ownership interest in any licensee, and may not be related to any officer, employee, or consultant of any financial trade association. Employees must manage their personal finances in a manner to avoid conflicts of interest with the agency's regulated industries. Employees must file an annual ethics disclosure statement with the agency. Must have reliable transportation. Applicants will be required to sign a release authorizing the agency to obtain information regarding the applicant's credit history, police and criminal history information, and educational information

Males born on or after January 1, 1960, between 18 and 25 years of age, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent on the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U. S. Department of Labor will result in the offer being rescinded.

HOW TO APPLY:

Submit a State of Texas application via mail or in person to: Office of Consumer Credit Commissioner, Human Resources, 2601 N. Lamar Blvd, Austin TX 78705; via fax to 512.936.7610; via email to personnel@occc.texas.gov; or via WorkinTexas.com. Applications MUST include a complete work history. Resumes submitted without a State of Texas application will not be considered.

Applications may be downloaded from <http://occc.texas.gov/jobs>.

For directions or to request physical accommodation during the interview process, contact Human Resources at 512.936.7666 or personnel@occc.texas.gov. If reasonably possible, please call at least 48 hours in advance to afford our representative and the hiring division sufficient time to properly review and coordinate your request.

Interviews will be conducted by appointment following pre-screen of applications. Only those applicants interviewed will be notified of their selection or non-selection. The Office of the Consumer Credit Commissioner is an equal opportunity employer.

Date Completed	08/27/2015
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